



## POSITION VACANCY NOTICE CITY OF KETCHIKAN

### SPECIFICS

March 1, 2022

TITLE: JOURNEYMAN CONT – Central Office Network Technician			
DEPARTMENT:	KPU	DIVISION:	Telecommunications
STATUS:	Regular Full-Time	HOURS/DAYS:	Monday – Friday 8:00 AM – 4:30 PM
GRADE / STEP:	105%	DUTIES:	See attached job description
HOURLY WAGE:	\$42.10 + \$4.77/hr. premium	UNION STATUS:	YES
<b>SPECIAL REQUIREMENTS:</b> Two years of college level course work in communications technology, computer science, or a related field. A Bachelor's degree in computer science, electrical engineering, or a related field is highly desirable. Four years of networking, IP networking, Central Office transport, and network design experience. Experience in VoIP, DSL, SS7, or video transport is highly desirable. Possession of an appropriate, valid driver's license. Possession of CCNA, CCDA, CCNP, CCDP, or MCSE certifications is desirable.			

### ADVERTISING REQUIREMENTS

**Position is: OPEN UNTIL FILLED**

**WHERE:** Local Only ☐ Statewide ☐ Pacific NW ☐ National ☐

**PUBLICATIONS:** Ketchikan Daily News; Job Service; City Website and Specified On-line Sites

### APPLICANT PROCESSING INSTRUCTIONS

**FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:  
THE CITY OF KETCHIKAN, 334 FRONT STREET, (907) 228-5631 OR ONLINE AT:  
[www.ktn-ak.us/jobs](http://www.ktn-ak.us/jobs)**

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CITY OF KETCHIKAN

## **JOURNEYMAN CENTRAL OFFICE NETWORK TECHNICIAN**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general supervision, designs, operates, maintains, and documents a telecommunications network, performing skilled duties related to the installation, maintenance, and administration of telecommunications switching systems, personal computers, power systems, servers, routers, and other associated voice, video, and data distribution equipment in the Central Office of the Telecommunications Division.

The Journeyman Central Office Network Technician is responsible for the safeguard and proper usage of KPU issued tools, equipment, and materials, as well as the safeguard of coworkers and public property. The Journeyman Central Office Network Technician must perform his/her duties in a manner that reflects positively on KPU and the division.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Performs all Central Office troubleshooting, configuration, maintenance, and repair for KPU's subscriber lines, including provisioning subscriber lines, wiring physical connections, and developing and engineering plans and procedures for technology transitions and future network growth.
2. Provides technical support and management for subscriber email and web services; engineers and generates circuit layout records for special circuits and other circuits.
3. Designs and implements network infrastructure security measures.
4. Installs, isolates and corrects malfunctions in mechanical, electronic and digital components or software of switching systems and equipment, servers, routers and other associated voice, video, and data distribution equipment using mechanical and electronic testing equipment.
5. Installs and maintains microwave and wireless communications and data systems and associated equipment used in the operation of the Telecommunications Division.
6. Installs, maintains, rearranges, and documents transmission circuits and cables connecting a wide variety of equipment for both interoffice transport and subscriber line communications.
7. Customizes tools, scripts, aliases, and environment settings to provide efficient access to subscriber service management.
8. Collaborates with engineers and vendors to test vendor hardware for compatibility and other issues; provides feedback to vendors on the operation of experimental or test equipment.
9. Administers internet traffic load to maximize efficiency, cost effectiveness, and customer satisfaction; recommends, designs, and implements interconnections to ensure internet traffic efficiencies; recommends applications, equipment, and services to ensure delivery of cutting edge technology.
10. Provides top tier technical support and general system troubleshooting via phone and email for data, video, and voice service subscribers; provides technical support to installers and other Telecommunications Division employees.

11. Performs related duties as required.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

Advanced principles and practices of computer science and telecommunications technology.  
Advanced electronic communication system design.  
Operational characteristics of integrated telephone, data, and telecommunications systems.  
Operational characteristics of sophisticated telecommunications network environments and associated equipment.  
Principles of electricity and electronics.  
Basic principles and practices of project management.  
Methods and techniques used in troubleshooting various telecommunications issues.

### **Ability to:**

Identify and analyze telecommunications network and internet-related problems and perform remedial actions or recommend appropriate solutions.  
Provide specialized and technical support and assistance to telecommunications users and subscribers.  
Diagnose and troubleshoot complex technical problems.  
Adapt to changing technologies and learn functionality of new equipment and systems.  
Work independently in the absence of supervision.  
Work under steady pressure with frequent interruptions.  
Prioritize work to meet changing schedules and time lines.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by two years of college level course work in communications technology, computer science, or a related field. A Bachelor's degree in computer science, electrical engineering, or a related field is highly desirable.

### **Experience:**

Four years of networking, IP networking, Central Office transport, and network design experience. Experience in VoIP, DSL, SS7, or video transport is highly desirable.

### **License or Certificate:**

Possession of an appropriate, valid driver's license.  
Possession of CCNA, CCDA, CCNP, CCDP, or MCSE certifications is desirable.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed in an indoor and outdoor setting with occasional travel from site to site; subject to callout on a 24 hour basis; on occasion must work outdoors in all weather conditions; occasional contact and interaction with telecommunications subscribers; frequent daily interaction with other telecommunications personnel.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

Grade: 105%

Union: Yes/KPU

FLSA: Non-Exempt

Date Approved: July 12, 2005

Date Amended: June, 2007 (*Johnson & Associates*)

Date Reviewed: August 2019

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Human Resources Manager Approval

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City Manager Approval